



RECRUITMENT

U.S. EMBASSY, TEL AVIV

ALL CANDIDATES MUST FOLLOW THE INSTRUCTIONS FOR APPLYING AND READ THE "OTHER INFORMATION SECTION" TO MAXIMIZE THE OPPORTUNITY FOR CONSIDERATION FOR THIS POSITION.

ANNOUNCEMENT NUMBER: 14-038

OPEN TO: **U.S. EMBASSY EMPLOYEES ONLY**
POSITION TITLE/GRADE: CUSTOMER SERVICE LIAISON – FSN-7/FS-7
OPENING DATE: JUNE 3, 2014
CLOSING DATE: JUNE 18, 2014
WORK HOURS: MONDAY – FRIDAY: 40 HOUR WORK WEEK

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

BASIC FUNCTION OF POSITION:

This position is located in the Housing Unit at the Warehouse in the Hertzilya Pituach area and one or more days per week at the U.S. Embassy in Tel Aviv. Working for the Housing Supervisor, the Customer Service Liaison will provide support and will be the point of contact between local telephone, cable television and Internet Service Providers, and the Embassy's U.S. direct hire community for the ordering, service, billing, and cancellation of personal residential telecommunications services, to include: telephone lines, Internet service and cable television.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office.

QUALIFICATION REQUIRED:

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

- Completion of secondary school required. Plus at least 2 years of post-secondary education (university, college, professional/technical/trade school).
- 3-5 years progressive experience in a technical, billing or executive clerical position preferably in the telecommunications field.
- English and Hebrew fluency (level IV). Must have a strong customer service background as well as superior organizational skills. The incumbent will be required to communicate technical issues to technicians, billing agents, telecom managers and the end user, in both English and Hebrew, translation orally and in writing.
- Good working knowledge of Microsoft applications, i.e. Word, Outlook, Excel.
- Must have a valid Israeli driving license.
- The incumbent will handle many different types of technical assets and the associated billing and disbursement. Dealing and communicating tactfully with our customers, managing conflict, deescalating tensions and keeping accurate records of requirements and solutions is critical to successfully performing this position.

UNSUCCESSFUL CANDIDATES WILL NOT BE NOTIFIED

ADDITIONAL SELECTION CRITERIA:

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current employed US Citizen EFMs who hold a FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
4. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.
5. (As required): The candidate must be able to obtain and hold a security clearance.

HOW TO APPLY:

- Submit a Curriculum Vitae by email telavivemp@state.gov or by fax: 972-3-519-7605 or via mail to the U.S. Embassy, Human Resources Office, 71 Hayarkon St., Tel Aviv, Israel. Or you can use the Universal Application for Employment [DS-174](#). To apply using the form you must download the form onto your personal computer and send using one of the methods described above.
- Vacancy number must appear on all applications.
- Applications must be received by the closing date specified on the announcement. Applications received after this date will not be considered.
- Resumes must include: Citizenship, date of birth, fax number, or complete mail address, colleges attended, work experience (include dates of employment, duties, correct address for employer), special skills, language, trade and licenses.
- U.S. citizens must be 18 years of age or hold a high school diploma to be eligible for consideration.
- Israeli citizens must be 18 years of age to be eligible for appointment.
- The application must contain all information necessary to demonstrate that the candidate possesses the education, experience, skills and language abilities required for this position. Applicants who fail to meet requirements for the position will be disqualified.
- If college education is a requirement for the position, a transcript is required.

OTHER INFORMATION:

- In order for U.S. citizens to be considered for employment, proof must be provided with their application, of their Israeli citizenship, work permit and/or legal status in Israel.
- Former U.S. military members (up to rank of Major) who claim Veteran preference may receive preference if found qualified for the position. Copy of DD-214 must be provided.
- Eligible Family Members of USG direct hire employees receive preference if found to be among the best qualified.
- Candidates are subject to testing for language, computer or other position related skills.

POINT OF CONTACT:

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DEFINITIONS:

1. AEFM: A type of EFM that is eligible for direct hire employment on either a Family Member Appointment (FMA) or Temporary Appointment (TEMP) provided s/he meets all of the following criteria:
 - US citizen;
 - Spouse or dependent who is at least age 18;
 - Listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed at a US Foreign Service post or establishment abroad with a USG agency that is under COM authority;
 - Is resident at the sponsoring employee's or uniform service member's post of assignment abroad, approved safehaven abroad, or alternate safehaven abroad; and
 - Does not receive \ USG annuity or pension based on a career in the US Civil, Foreign, or uniform services.
2. EFM: Family Members at least age 18 listed on the travel orders of a Foreign of Civil Service or uniformed service member permanently assigned to or stationed to a US Foreign Service post or establishment abroad with a USG agency that is under COM authority who do not meet the definition of AEFM above.

3. Member of Household: A MOH is a person who: 1) Has accompanied, but is not on the travel orders of a U.S. citizen Foreign or Civil Service employee or uniform service member permanently assigned to or stationed at a U.S. Foreign service post or establishment abroad; 2) Has been declared by the sponsoring employee to the Chief of Mission as part of his/her household; and 3) Resides at post with the sponsoring employee.
4. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permits for employment in country.
5. Not-Ordinarily Resident (NOR): Typically NORs are US Citizen EFMs and EFMs of FS, GS, and uniformed service members who are eligible for employment under an American USG pay plan, on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

The US Mission in Israel provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.